Provider Name:						
Provider Contact Name: Provider Contact #:						
HLHC Contact Name:		(when applicable) HLHC Contact #:				
2010 - 2011 Credit and Collection (C&C) Policy Cross Reference Index						
Provider	Index					
C&C Policy Page #	Part #	114.6 CMR 13.00 Credit & Collection Regulatory Requirements				
1. GENERAL FILING REQUIREMENT Section 13.08(1)(c)						
C&C Page	1-1	13.08(1)(c) Electronic Filing with Table of Contents				
2. GENERAL DEFIN	ITIONS OF	EMERGENCY CARE & URGENT CARE Sections 13.02 and 13.06				
C&C Page	2-1	13.02 Emergency Care definition to be used in determining Allowable Bad Debt under § 13.06				
C&C Page	2-2	13.02 Urgent Care definition to be used in determining Allowable Bad Debt under § 13.06				
3. GENERAL COLLECTION POLICIES & PROCEDURES Section 13.08(1)(c)2 and 13.04(6)(c)4						
C&C Page	3-1	13.08(1)(c)2a Standard collection policies and procedures for patients				
C&C Page	3-2	13.08(1)(c)2b Policies and procedures for collecting financial information from patients				
C&C Page	3-3	13.08(1)(c)2c Emergency Care classification; elective or scheduled services differentiated				
C&C Page	3-4	13.08(1)(c)2d Policy for deposits and payment plans				
C&C Page	3-5	13.08(1)(c)2e Copies of billing invoices and notices of assistance				
C&C Page	3-6	13.08(1)(c)2f Description of any discount or charity program for the uninsured				
C&C Page	3-7	13.08(1)(c)2g Hospital's deductible payment option at each HLHC, satellite, and/or student health center				
C&C Page	3-8	13.08(1)(c)2g Full versus 20% deductible payment option for partial HSN patients at HLHC, satellite, and/or student health center				
C&C Page	3-9	13.08(1)(c)2g Offer of 20% deductible payment option to all partial HSN patients at HLHC, satellite, and/or student health center				
C&C Page	3-10	13.04(6)(c)4 CHC charge of 20% of deductible per visit to all partial HSN patients				
4. COLLECTION OF FINANCIAL INFORMATION Section 13.06						
C&C Page	4-1	13.06(1)(a)1 Emergency, Inpatient, Outpatient, & CHC Services				
C&C Page	4-2	13.06(1)(a)2a Inpatient Verification				
C&C Page	4-3	13.06(1)(a)2b Outpatient / CHC Verification				
5. DEPOSITS & PAY	MENT PLA	NS Section 13.08(1)(f)				
C&C Page	5-1	13.08(1)(f)1 Deposits requirement for Emergency Services & Low Income patients				
C&C Page	5-2	13.08(1)(f)2 Deposits requirement for partial HSN Low Income patient				
C&C Page	5-3	13.08(1)(f)3 Deposits requirement for Medical Hardship patient				
C&C Page	5-4	13.08(1)(f)4 Payment Plan on balance less than \$1000				
C&C Page	5-5	13.08(1)(f)4 Payment Plan on balance greater than \$1000				
6. POPULATIONS EXEMPT FROM COLLECTION ACTION Section 13.08(3)						
C&C Page	6-1	13.08(3)(a) MassHealth, EAEDC, and Healthy Start enrollees				
C&C Page	6-2	13.08(3)(b) Participants in CMSP with income equal to or less than 400% FPL				
C&C Page	6-3	13.08(3)(c) Low Income patientfull HSN				
C&C Page	6-4	13.08(3)(d) Low Income patientpartial HSN				
C&C Page	6-5	13.08(3)(e) Low Income patient consent on billing for non-eligible services				
C&C Page	'6-6	13.08(3)(e) Low Income patient consent exclusionmedical errors (SRE)				
C&C Page	'6-7	13.08(3)(e) Low Income patient consent exclusionadministrative or billing errors				
C&C Page	6-8	13.08(3)(f) Medical Hardship patient & ERBD eligible for Medical Hardship				
7. MINIMUM COLLECTION ACTION ON HOSPITAL ERBD & CHC BAD DEBT Section 13.06(1)(2)(3) and (4)						
C&C Page	7-1	13.06(1)(a)3bi Initial Bill				

C&C Page	7-2	13.06(1)(a)3bii Collection action subsequent to Initial Bill			
C&C Page	7-3	13.06(1)(a)3biii Documentation of alternative collection action efforts			
C&C Page	7-4	13.06(1)(a)3biv Final Notice by Certified Mail			
C&C Page	7-5	13.06(1)(a)3by Continuous collection action			
C&C Page	7-6	13.06(1)(a)3bv Continuous collection actionno gap exceeding 120 days			
C&C Page	7-7	13.06(1)(a)3d Collection action file			
C&C Page	7-8	13.06(2) ERBD claim and EVS check			
C&C Page	7-9	13.06(3) HLHC Bad Debt claim and EVS check			
C&C Page	7-10	13.06(4) CHC Bad Debt claim and EVS check			
8. AVAILABLE THIRD PARTY RESOURCES Section 13.03(1)(c)3					
C&C Page	8-1	13.03(1)(c)3 Diligent efforts to identify & obtain payment from all liable parties			
C&C Page	8-2	13.03(1)(c)3a Determining the existence of insurance including, when applicable, motor vehicle liability linsurance			
C&C Page	8-3	13.03(1)(c)3b Verification of patient's other health insurance coverage			
C&C Page	8-4	13.03(1)(c)3c Submission of claims to all insurers			
C&C Page	8-5	13.03(1)(c)3d Compliance with insurer's billing and authorization requirements			
C&C Page	8-6	13.03(1)(c)3e Appeal of denied claim			
C&C Page	8-7	13.03(1)(c)3f Return of HSN payments upon availability of 3rd-party resource			
9. SERIOUS REPOR	TABLE EV	ENTS Section 13.03(1)(d)			
C&C Page	9-1	13.03(1)(d)1 Billing & collection for services provided as a result of SRE			
C&C Page	9-2	13.03(1)(d)2 Billing & collection for services that cause or remedy SRE			
C&C Page	9-3	13.03(1)(d)3 Billing & collection by provider not associated with SRE for SRE-related services			
C&C Page	9-4	13.03(1)(d)4 Billing & collection for readmission or follow-up on SRE associated with provider			
	10. PROVIDER RESPONSIBILITIES Section 13.08(1)(a)(b) and (g)				
C&C Page	10-1	13.08(1)(a) Non-discrimination			
C&C Page	10-2	13.08(1)(b) Board approval for legal execution against patient home or motor vehicle			
C&C Page	10-3	13.08(1)(g) Advise patient on TPL duties and responsibilities			
		DNSIBILITIES Section 13.08(2)			
C&C Page	11-1	13.08(2)(a)1 Advise patient on right to apply for MassHealth, CommCare, HSN, Medical Hardship			
C&C Page	11-2	13.08(2)(a)2 Advise patient of the right to a payment plan			
C&C Page	11-3	13.08(2)(b)1 Advise patient on duty to provide all required documentation			
C&C Page	11-4	13.08(2)(b)2 Advise patient on duty to inform of change in eligibility status & available TPL			
C&C Page	11-5	13.08(2)(b)3 Advise patient on duty to track patient deductible			
C&C Page	11-6	13.08(2)(b)4 Advise patient on duty to inform HSN/MassHealth of any TPL claim/lawsuit			
C&C Page	11-7	13.08(2)(b)4 Advise patient on duty to file TPL claim on accident, injury or loss			
C&C Page	11-8	13.08(2)(b)4 Advise patient on assigning right to recover HSN payments from TPL claim proceeds			
C&C Page	11-9	13.08(2)(b)4 Advise patient on duty to provide TPL claim or proceeding information			
C&C Page	11-10	13.08(2)(b)4 Advise patient on duty to notify HSN/MassHealth w/10 days of filing TPL claim/lawsuit			
C&C Page	11-11	13.08(2)(b)4 Advise patient on duty to repay HSN for applicable services from TPL proceeds			
C&C Page	11-12	13.08(2)(c) Advise patient of HSN limit on recovery of TPL claim proceeds			
12. SIGNS 13.08(1)					
C&C Page	12-1	13.08(1)(e) Location of the signs			
C&C Page	12-2	13.08(1)(e) Size of the signs			
C&C Page	12-3	13.08(1)(e) Multi-lingual signs when applicable			
C&C Page	12-4	13.08(1)(e) Wording in signs			
13. SAMPLE DOCUMENTS & NOTICES ON AVAILABILITY OF ASSISTANCE Section 13.08(1)(d) and (e)					

C&C Page	13-1	13.08(1)(d)1 Assistance notice (non-billing invoice)
C&C Page	13-2	13.08(1)(d)2 Assistance program notice in initial bill (billing invoice)
C&C Page	13-3	13.08(1)(d)3 Assistance notice in collection actions (billing invoices)
C&C Page	13-4	13.08(1)(d)4 Payment plan notice to Low Income or Medical Hardship patients
C&C Page	13-5	13.08(1)(e) Posted Signs

^{**}Highlighted sections are not applicable to CHCs.